

G242

Effective Communications

Course Description

This two-day course is to develop the skills of emergency managers in public, as well as in their interpersonal communications. Students will get an opportunity to practice their presentation skills.

Course Objectives

- Demonstrate a working knowledge of the different types of presentations and appropriate situations for each.
- Tailor presentations to the needs of a particular audience.
- Demonstrate an understanding of communication styles.
- Describe the importance of nonverbal communication skills, such as body language and its effects on others.
- Identify emergency management-related situations where written communication is preferable to written communication.

Course Length

- 16 hours

Prerequisite

- None

Target Audience/Discipline

- Emergency Management Directors and staff
- Police
- Fire
- Emergency Medical Service (EMS)
- Elected and appointed officials
- Public works
- Health care industries (hospitals, nursing homes)
- Volunteer agencies